US East Coast Weather Warning – TWP No. 03/2013 Version 1

Lufthansa Group | Lufthansa Austrian brussels airlines SWISS

LH Group Ticketing Waiver Policy – Weather Warning US East Coast

Situation:

This extending Waiver Policy is triggered by: Weather warning/snowfall US East Coast, 08-09FEB

Eligibility:

Passengers holding LH/LX/OS/SN tickets for the following LH/LX/OS/SN operated flights and/or OAL operated flights with LH/LX/OS/SN flight numbers (code-share):

- **Flights to/from JFK/EWR/BOS/PHL/IAD from 08-09FEB**
- **Tickets must be issued on/before 07/Feb/2013**

Rebooking:

In addition to the respective LH Group Carriers standard involuntary policy for flight irregularities:

- **One Rebooking permitted free of charge:**

  → If same RBD is used as per original ticket
  a) The new date of travel must be **on/before 07/May/2013**.
  b) The change of origin/destination and class of service/compartment is not permitted.
  c) Conditions regarding flight carrier restrictions must be observed any time.
  -Exception: Rebooking on LH Group flights (LH/LX/OS/SN-flight numbers) operated by LH Group carriers (LH/LX/OS/SN) is permitted for all fares
  d) All other conditions must be observed as per original ticket.

- **Rebooking is subject to recalculation and additional fare collection:**

  → If customer wishes to change to a higher RBD
  a) The new date of travel must be **on/before 07/May/2013**.
  b) Any change penalty/restriction will be waived.
  c) Fare difference between original and new fare must be collected.
  d) The change of origin/destination is not permitted.

Refund:

- **No refund (refund is subject to original fare conditions only).**

Instructions:

Lufthansa (LH):

- **In case of revalidation, OSI entry must be made: "OSI 0313"**
- **In case of reissue endorsement entry must be made: "0313"**
  Please note that by LH guidelines, any utilization of Goodwill policies regarding re-bookings / re-routings / re-issues on LH 220 tickets are restricted to be done by LH only and not by the travel agents, unless this change applies to/from LH operated flights only.

Swiss (LX):

- In general the standard irregularity policy for rebooking, refund and partial refund applies.
- Travel Agents **must** contact Swiss for re-bookings/ticket exchanges/re-issues

Austrian Airlines (OS):

- Reissue is mandatory and an endorsement entry must be made: **"TWP 03/2013"**

Brussels Airlines (SN):

- In general the standard irregularity policy for rebooking applies.
- Reissue is mandatory and an endorsement entry must be made: **"TWP 03/2013"**

Information only: Standard involuntary policy for flight irregularities

- **In case of cancelled flights:** The standard involuntary policy for flight irregularities of the respective LH Group Carrier applies, **irrespective of the ticket issuing carrier**.